

PRAMAAN Customer Rights Summary

Effective: 22 May 2026

Operator: TALPRO INDIA PRIVATE LIMITED, Bengaluru, India.

Channels: /trust/dsr, /trust/consent, /legal/grievance.

Access

Channel: /trust/dsr

Timeline: Acknowledgement within 24 hours; response target within 7 working days.

Export shows record categories, purposes, consent timestamps, and retention clocks.

Correction

Channel: /trust/dsr

Timeline: Acknowledgement within 24 hours; correction or reasoned response within 7 working days.

Correction ticket captures old value, requested value, reviewer, and timestamp.

Erasure

Channel: /trust/dsr#erasure

Timeline: Acknowledgement within 24 hours; deletion target within 30 days unless statutory retention applies.

Deletion certificate lists erased systems and lawful-retention exceptions.

Consent withdrawal

Channel: /trust/consent

Timeline: Active consent stops resolving within 5 minutes after withdrawal.

Consent ledger records withdrawal actor, timestamp, purpose, and downstream stop event.

Grievance

Channel: /legal/grievance

Timeline: 24-hour acknowledgement; 15-day resolution target.

Grievance trail includes officer acknowledgement, action log, and final response.

Nomination

Channel: /trust/dsr

Timeline: Recorded or updated within 7 working days after identity confirmation.

Nominee entry is timestamped and can be revoked by the Data Principal.